

# CTE Skill Certificate Test Performance Documentation

**This document must be submitted to the test coordinator along with the test scan sheets at the time of testing. It will be submitted to the USOE for the audit and a copy kept on file for two years.**

**Course: Business Communications II**  
**Test Number: 222**  
**School:**  
**Instructor's Name:**

**# Students in course:**  
**# Students tested:**  
**Date:**

This is to verify that the students on the attached class roll\* accomplished the following performance objectives at or above the 80% (moderately to highly skilled).

1. Demonstrate how to deal with a dissatisfied customer in different scenarios.
2. Read and report on several current business articles.
3. Create a business research paper that includes a title page, table of contents, letter of transmittal, and appendix.
4. Using proper etiquette, compose an e-mail message.
5. Role play job interviews as both the interviewer and the interviewee while demonstrating appropriate: verbal and nonverbal communication, dress, and questioning and response techniques. Complete a letter of application, resume, reference sheet, and follow-up letter.
6. Write long and short term personal and professional goals.
7. Deliver a formal oral presentation using electronic slide show software.

Each performance is documented and kept on file for two years. (check one or more)

- ☐ Individual student performance tracking sheets
- ☐ A class period summary score sheet
- ☐ Recorded and identified in the class grade book

Instructor's Signature: \_\_\_\_\_

\*Attach a copy of the class period roll and draw a single line through any student on the roll not accomplishing ALL required performance objectives at the 80% (moderately to highly skilled) level.